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09/898,573

Applicant(s)

Reddick, Charles et al.

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July 3, 2001

Title:

SOFTWARE SUPPORT GUIDE SYSTEM

AND METHOD

Examiner

Unknown

Group Art Unit

Unknown

Type of Document(s)

Information Disclosure Statement (in duplicate)

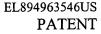
Form PTO/SB/08A One (1) Reference Return Postcard

I hereby certify that the documents identified above are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and are addressed to the Assistant Commissioner for Patents, Attn: Box DD, Washington, D.C. 20231.

(signature)

Madge Konard

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application of

Charles E. Reddick et al.

Serial No.

09/898,573

Filed

July 3, 2001

For

Software Support Guide System and Method

Examiner

Art Unit

Unknown

Assistant Commissioner for Patents

Attn: Box DD

Washington, D.C. 20231

INFORMATION DISCLOSURE STATEMENT

Dear Sir:

Pursuant to 37 C.F.R. §§1.56, 1.97 and 1.98, the attention of the Patent and Trademark Office is hereby directed to the references listed on the attached Form-PTO/SB/08A. Copies of the references listed on the attached form are submitted herewith.

This Information Disclosure Statement is being submitted prior to the mailing of a first Office Action in this application, therefore, no certification fee is required (37 C.F.R. § 1.97b(3)).

Applicant respectfully requests that the references listed on the attached form be expressly considered by the Examiner and be made of record in the application and appear among the "References Cited" on any patent to issue therefrom.

Respectfully submitted,

9/11/01

Reg. No. 46,563

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